

**STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION**

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**SUBJECT:** Language Access Policy

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**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

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**SANDY CDBG-DR**

**PAGE 1 OF 22**

**APPROVAL:**

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Timothy F. Cunningham, Director  
Sandy Recovery Division

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**Purpose:**

Title VI at 24 C.F.R §1.4 requires that recipients take responsible steps to ensure meaningful access to federally funded programs by persons with Limited English Proficiency (LEP persons). The New Jersey Department of Community Affairs (DCA) is a recipient of federal funds for its disaster recovery programs and is obligated to reduce language barriers that can preclude meaningful access by LEP persons to CDBG-DR funded DCA programs. DCA has prepared this Language Access Policy and Plan ("LAP" or "Plan"), which defines the actions to be taken to ensure meaningful access to agency services, programs, and activities on the part of persons who have limited English proficiency.

DCA is committed to this Language Access Policy and the Plan it informs as the appropriate response to meeting our clients' needs. DCA's federally funded programs will interact with individuals with limited English proficiency (LEP) in a variety of ways. These could include, but are not limited to:

- In person and telephone contact with program applicants and participants;
- hotline or information line calls;
- outreach programs;
- public meetings and hearings to solicit citizen input;
- public access to agency websites;
- written materials or complaints sent to an agency;
- Agency brochures intended for public distribution.

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 2 OF 22**

---

Since any public interaction has the potential to involve LEP individuals, it is important those departments and agencies receiving CDBG-DR funding examine the manner in which they will interact with the public and/or LEP individuals and either:

1. Adopt the Department of Community Affairs policy or;
2. Create a policy for review and approval by DCA.

**Definitions:**

*Recipient* means the entity designated as a recipient for assistance with federal or state funding. This is any entity which receives federal assistance, directly from a DCA-administered program or from a sub recipient. This policy pertains to recipients of CDBG-DR assistance from any of the following: any state department, unit of local government, public housing authority, community housing development organization, public or private nonprofit agency, developer, contractor, private agency or institution, builder, property manager, or residential management corporation.

*LEP* means Limited English Proficiency. Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English, and may be entitled to language assistance with respect to a particular type of service, benefit, or encounter. Note that for the purposes of gathering data for the four-factor analysis, DCA used the U.S. Census definition as any individual who speaks a language at home other than English as their primary language, and who speaks or understands English "not well" or "not at all".

**Background:**

DCA is the grantee for all HUD CDBG-DR funding allocated to the State of New Jersey in response to the devastation created by Superstorm Sandy. Utilizing this funding, DCA is directly operating the following programs:

- Rehabilitation, Reconstruction, Elevation and Mitigation (RREM) for homeowners;
- Landlord Rental Repair Program;

**STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 3 OF 22**

---

- Neighborhood Enhancement Program;
- Landlord Incentive Program (project-based rental assistance);
- Programs to Prevent Homelessness (tenant based rental assistance);
- Lead Hazard Reduction Program (for both homeowners and landlords); and
- LMI Homeowner Repair Program (including set-aside for manufactured housing).

In addition, DCA is providing support to local governments to help them address additional demands on public services created as a result of the storm. DCA also provides personnel to support local code enforcement and zoning code officials. DCA administers planning grants for local municipalities and provides match for federal programs (FEMA, EPA, FHWA, and ACE).

DCA also subcontracts with other state agencies and quasi-governmental organizations to deliver CDBG-DR programs that interface directly with the public at some point during the implementation process. These include the following agencies and programs:

Housing Mortgage Finance Agency (FMHA)

- Fund for Restoration of Multi Family Housing (including set-aside for Public Housing Authorities);
- Sandy Special Needs Housing Fund
- Sandy Homebuyer Assistance Program

Economic Development Authority (EDA)

- Small Business Grant Program;
- Small Business Loan Program; and
- Neighborhood Commercial Revitalization

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 4 OF 22**

---

Department of Environmental Protection (DEP)

- Blue Acres Buyout Program

**Likely Points of Contact between DCA and Sub recipients and the LEP Population:**

DCA has determined that persons with LEP are most likely to come into contact with CDBG-DR funded programs as follows:

- Persons seeking to access to housing or housing assistance in any program funded by or through DCA. This would include both current homeowners seeking assistance with reconstruction, rehabilitation, and/or elevation; potential homebuyers, and current tenants and those seeking affordable rental housing.
- Persons that visit any of the Housing Centers or DCA offices to receive information regarding programs or other services.
- Persons seeking information on Sandy Recovery Programs via the Sandy Recovery Website ([www.renewjerseystronger.org](http://www.renewjerseystronger.org)).
- Persons seeking to participate in the planning process for DCA programs or services (pursuant to the Citizen Participation Plan); or wishing to offer comment on Sandy Recovery Programs.
- Persons who reside in any CDBG-DR funded affordable housing who have a question or problem with property ownership or management.
- Business owners seeking assistance from the Economic Development Authority.
- Homeowners targeted for buyout programs.

Effective communication with LEP individuals requires grantees and sub recipients to have language assistance services in place. There are two primary types of language assistance services: oral and written. Oral language assistance service may come in the form of "in-language" communication (a demonstrably qualified bilingual staff member communicating directly in an LEP person's language) or

**STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 5 OF 22**

---

interpreting. DCA, its sub recipients and partner agencies will provide training to program managers and direct service staff on implementation of this Language Access Policy and methods of assistance to LEP individuals. This training will be periodically updated to ensure that all staff understands their responsibilities under this policy.

DCA and its partner agencies must inform LEP individuals of their eligibility for benefits, programs, and services in a language they understand, to the maximum extent practical. Agencies should assess all points of contact, telephone, in-person, mail, and electronic communication its staff has with the public and LEP individuals when determining the best method of providing notice of language assistance services. An agency should not only translate its outreach materials, but also explain how LEP individuals may access available language assistance services. Methods used to inform LEP individuals about language assistance services may include translating outreach materials into other languages, updating non-English content in key languages on the main page of the program website, and providing public service messages in non-English media describing the programs.

Current applicants or beneficiaries of CDBG-DR funded programs or services should also receive notice and information about available language assistance services. This may be accomplished through the use of effective, program specific notices such as forms, brochures, language access posters placed in conspicuous locations describing in multiple languages the availability of language assistance services, the use of "I Speak" language identification cards, by including instructions in non-English languages on telephone menus, and by letters sent directly to applicants advising them of language assistance services available.

**STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION**

**SUBJECT:** Language Access Policy

**NUMBER:** 2.10.32

**EFFECTIVE:** September 12, 2013  
**REVISED:** June 2014

**SANDY CDBG-DR**

**PAGE 6 OF 22**

**Four Factor Analysis**

Since all CDBG-DR funded programs are serving the same nine most impacted counties, the analysis conducted by DCA will be utilized by all the CDBG-DR funded programs to inform their LEP programs.

**Factor One - Identifying LEP Population in New Jersey's Nine Most Impacted Counties Who May Need Language Assistance**

Per the pooled 2009-2011 data from the American Community Survey, approximately 87.4% of New Jersey's population speaks English, and 12.6% speak a language other than English. Of the populations in New Jersey with Limited English Proficiency, 7.2% speak Spanish, 0.6% speak Chinese, and 0.5% speak Portuguese. No other ethnicity has a sizeable limited English proficient population. The Migration Policy Institute identified languages used by the top eleven LEP populations in the nine New Jersey counties most impacted by Hurricane Sandy as Spanish, Vietnamese, Chinese, Korean, Polish, Portuguese, French Creole, Arabic, Tagalog, Gujarati, and Italian.

The State of New Jersey has LEP populations in all of the nine most impacted counties where the numbers exceed the Department of Justice's Safe Harbor 1,000 cohort threshold. This data, from the Migration Policy Institute is depicted in the following table:

County	Total Population	Total LEP Population	Language 1 (name)	Language 1 (LEP number)	Language 1 (LEP % of total pop)	Language 2 (name)	Language 2 (LEP number)	Language 2 (LEP % of total pop)	Language 3 (name)	Language 3 (LEP number)	Language 3 (LEP % of total pop)
New Jersey	8,253,100	1,036,300	Spanish	594,700	7.206%	Chinese	50,600	0.613%	Portuguese	41,800	0.506%
Atlantic County	257,100	28,500	Spanish	15,800	6.145%	Chinese	2,000	0.778%	Vietnamese	2,000	0.778%
Bergen County	850,300	120,900	Spanish	41,300	4.857%	Korean	26,200	3.081%	Polish	8,300	0.976%
Cape May County	92,700	3,400	Spanish	2,300	2.481%						
Essex County	727,600	106,000	Spanish	59,600	8.191%	Portuguese	15,300	2.103%	French Creole	8,500	1.168%
Hudson County	585,600	150,000	Spanish	105,400	17.999%	Arabic	5,000	0.854%	Tagalog	4,700	0.803%
Middlesex County	753,900	122,200	Spanish	53,800	7.136%	Chinese	11,700	1.552%	Gujarati	10,500	1.393%
Monmouth County	593,700	41,600	Spanish	21,300	3.588%	Portuguese	4,000	0.674%	Chinese	3,900	0.657%
Ocean County	534,400	23,700	Spanish	13,400	2.507%	Italian	1,400	0.262%	Polish	1,000	0.187%
Union County	496,500	103,500	Spanish	70,400	14.179%	Portuguese	9,100	1.833%	French Creole	5,000	1.007%

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 7 OF 22**

---

In addition to these major language cohorts, the following additional languages have representations of at least 1,000 individuals in one of more of the nine counties: French, Hindi, Russian, Japanese, German, Arabic, Urdu, Greek Serbian and Croatian. <sup>1</sup>

DCA will review and update this LAP on an annual basis as census data becomes available, in order to ensure continued responsiveness to community needs.

**Factor Two: Number and proportion of LEP persons to be served**

Considering DCA's disaster recovery programs and services that are available in the counties identified above, all of which sustained major impacts as a result of Superstorm Sandy, it is likely that LEP persons will need to have direct contact with these programs and staff as they seek assistance to recover from the storm. See the list of Programs (page 3) and Likely Points of Contact (page 4) for instances where there is an increased probability that Language Assistance will be needed.

**Factor Three: Frequency with which LEP persons come into contact with each program funded by CDBG-DR**

The disaster recovery programs and services offered by DCA have the ability to provide direct assistance to LEP individuals and families, particularly for housing-related needs. Leasing assistance, support to address the need for renovation or reconstruction of an owner's primary residence, assistance with buyout of a home that has experienced repetitive flooding, and access to affordable rental housing units are the major programs for which determination of the type of language access needed is of critical importance. Business owners who are LEP individuals must be able to Access EDA grant and loan programs to assist them with their business recovery. There is no data currently available to determine what percentage of business owners in the nine most impacted counties have limited English proficiency. In addition, it is essential that LEP populations have adequate access where citizen participation is part of the vital process for determining state and local needs and program policies.

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<sup>1</sup> Note: In a telephone call with HUD officials on June 23, 2014, HUD concurred that it was reasonable and sufficient for DCA to provide translation of vital documents for the three LEP populations with the highest representation in each of the nine counties. Interpretation resulted in the identification of the eleven major languages noted above and coincides with the findings in the VCA.

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 8 OF 22**

---

**Factor Four – The Language Access Plan and Resources Available to Execute**

This Language Access Plan represents DCA’s blueprint to provide meaningful access to CDBG-DR funded services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks DCA will undertake to meet this objective and identifies the resources available and costs to DCA.

DCA and its partner agencies must inform LEP individuals of their eligibility for benefits, programs, and services in a language they understand, to the maximum extent practical. Agencies should assess all points of contact, telephone, in-person, mail, and electronic communication its staff has with the public and LEP individuals when determining the best method of providing notice of language assistance services. An agency should not only translate its outreach materials, but also explain how LEP individuals may access available language assistance services. Methods used to inform LEP individuals about language assistance services may include translating outreach materials into other languages, updating non-English content in key languages on the main page of the program website, and providing public service messages in non-English media describing disaster recovery programs.

Current applicants or beneficiaries of CDBG-DR funded programs or services should also receive notice and information about available language assistance services. This may be accomplished through the use of effective, program specific notices such as forms, brochures, language access posters placed in conspicuous locations describing in multiple languages the availability of language assistance services, the use of “I Speak” language identification cards, and by including instructions in non-English languages on telephone menus, and by direct mail to applicants advising them of the availability of these services.

DCA has taken the following actions to address LEP:

**1. *Appointment of LEP Coordinator***

The Department of Community Affairs has appointed an LEP Coordinator who will be the primary point of contact for all LEP related programs, procedures and complaints for all DCA CDBG-DR programs. This position will oversee the activities of LEP Coordinators that will be appointed by each of the Subrecipient agencies.



**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 9 OF 22**

---

The DCA LEP Coordinator is:

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**New Jersey Department of Community Affairs  
101 South Broad Street  
Trenton, NJ  
609-  
Email:**

All CDBG-DR programs must identify an individual responsible for securing language access services within their agency or program. This individual will be the primary point of contact for Sandy Recovery Division leadership on language access questions related to that specific program. This is the individual responsible for ensuring that the partner agency adheres to its language access policy directives, plan and procedures to provide meaningful access to LEP persons. This individual will be responsible for collecting data on LEP requests and contacts and forwarding this information to DCA as requested. The LEP Coordinator assists agency staff with all language access issues.

Each partner agency must set forth the name and contact information of the responsible individual and this information should be forwarded to Timothy Cunningham, Sandy Recovery Division Director and Gabrielle Gallagher, DCA Director of Legal Services. The Subrecipient contact list is attached to this Plan as Exhibit A.

If the need for language access services is identified either by phone, email, or in person, staff will immediately contact their DCA, Housing Center, or agency language access contact, who will take appropriate action to ensure meaningful communication through the methods described below. If, for any reason, the contact is not available for a particular program, center or agency, program staff are directed and trained to contact the DCA LEP Coordinator at the telephone/email listed above. The DCA Language Access Coordinator will also be available as a resource in obtaining assistance.

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:** September 12, 2013  
**REVISED:** June 2014

---

**SANDY CDBG-DR**

**PAGE 10 OF 22**

---

**2. *Outreach Plan and Implementation***

DCA will develop a LEP Outreach and Marketing Plan that ensures that all the LEP communities identified in the four factor analysis in the nine most impacted counties receive, via a variety of mediums, information about all of the CDBG-DR funded programs that are available to them. This includes the RREM Program, LMI Homeowners' Rebuilding Program, Tenant Based Rental Assistance, Landlord Incentive Program, Neighborhood Enhancement Program, Lead Hazard Reduction Program, rental units developed by HMFA (Fund for Restoration of Multi-Family Housing, Sandy Homebuyer Assistance, and Sandy Special Needs Housing), and small businesses assisted with EDA programs.

Outreach efforts will include, but not be limited to the following, in the language of identified LEP populations:

- public services announcements;
- print advertisements (including notices in foreign language publications when available);
- press releases;
- billboards/bus advertising;
- social media; and
- other media as appropriate.

DCA has secured the services of two companies skilled in providing outreach services to LEP populations:

- Name
- Name

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:** September 12, 2013  
**REVISED:** June 2014

---

**SANDY CDBG-DR**

**PAGE 11 OF 22**

---

This firms will report directly to the DCA LEP Coordinator on a weekly basis regarding specific LEP outreach activities and numbers of LEP individuals contacted (as available).

In addition, DCA will contract or subcontract with community-based organizations with a demonstrated track record of experience in working with LEP populations in the nine most impacted counties. These organizations will provide both outreach and translation/applicant assistance services to clients. These additional services may include housing counseling, financial management, tenant counseling, and help in securing rehabilitation/reconstruction services, affordable rental housing, and business assistance.

The DCA LEP Coordinator will serve as the primary point of contact for implementation of a Language Access Plan for all CDBG-DR funded programs. This individual will identify community-based groups, faith based groups, and civic organizations that represent and/or work with LEP populations. The LEP Coordinator will work with outreach service providers to ensure these community groups have complete program information; and the outreach providers will determine how group can be helpful in reaching their LEP constituents.

**3. *Training Program***

DCA will develop and implement a training program with three specific components:

- a. Training for the LEP Coordinators for each of the subrecipient agencies and for Housing Center Supervisors. This plan will outline each entities' responsibilities for implementation of the Language Access Plan, including how to handle citizen complaints, how to implement the DCA Language Access Plan, how to plan and carryout outreach activities, and how to secure additional language assistance as needed.
- b. Training for all DCA employees, contractors, Housing Center, and subrecipient staffs who have direct contact with the public. This training will include LEP awareness and implementation of the current LEP protocol, including the procedures for accessing language translation services. **This will be in-person training and will be**

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 12 OF 22**

---

**mandatory for all staff having direct contact with the public.** This training will cover the following topics:

- How staff can identify the language needs of an LEP individual;
- How to access and provide necessary language assistance services;
- How to work with interpreters;
- How to request document translations; and
- How to track the use of language assistance services.

- c. Training for DCA Compliance and Monitoring staff that is responsible for monitoring subrecipients.

**4. *Development of a Language Bank***

DCA, the Housing Centers, and all subrecipients will identify staff and contractors who are fluent in a language other than English. The DCA LEP Coordinator will be responsible for developing a roster of these individuals, along with their contact names, telephone numbers email addresses and hours of availability. The DCA LEP Coordinator will disseminate this list to all programs having direct contact with the public and will be responsible for verifying/revising the roster at least annually. This roster will be used to support the provision of translation services in all locations having access to the public. Bi-lingual staff members and contactors will be assessed and receive regular training on the following:

- Proper interpreting and translation techniques;
- Ethics;
- Specialized terminology; and
- Program specific information as needed.

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 13 OF 22**

---

If there are significant populations in areas where no contractor or staff fluent in the language is available, the LEP coordinator for that location/program will be assisted by the DCA LEP Coordinator in identifying locally available translation services.

**5. *Provide Language Access Services***

All correspondence from DCA related to CDBG-DR programs sent to individuals will include a provision indicating that free language interpretation services are available by contacting a toll free number available to serve LEP persons in the appropriate language. All of the Housing Centers and programs with direct public contract will utilize the "I-Speak" card and will provide access to a "Language Line" that can translate program information into the applicant's native language. Housing Center receptionists will be trained on the use of I-Speak cards to identify the language needs of visitors.

DCA will provide in-person translators in all the Housing Resource Centers. They will hire at least one housing counselor in each Housing Center who is bi-lingual in Spanish and English. In Essex County, there will also be one housing counselor who is bi-lingual in Portuguese and English.

DCA will have language lines in all of the Housing Resource Centers, based on the LEP populations identified in each county. They will also provide translation services as needed for all appellate processes, all meetings related to program eligibility determinations and all meetings with contractors and subcontractors. Program applicants will have access to translation services throughout the process (rebuilding, identification of rental units, etc.) until they have successfully completed the process. If additional support is needed, the LEP Coordinator will be contacted by the program staff. The LEP Coordinator will identify a bi-lingual individual who will assist the recipient to navigate through the entire process to successful re-housing.

DCA will procure \_\_\_\_ contractors to provide translation services on demand for DCA and all subrecipient agencies. This roster of approved contractors will be provided to all subrecipient agencies and updated as needed. Bi-lingual staff will validate the accuracy of translations in the initial stages of this contract.

**STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 14 OF 22**

---

All LEP program applicants will be given the contact information for the LEP Coordinator of that specific program at the time of intake. This person should be the first point of contact for any complaints or appeals. They will assist the LEP individual to obtain translation services to enable them to exercise their complaint and/or appeal rights. The contact information for each CDBG-DR program which interacts directly with the public is required to post the name and contact information for their LEP Coordinator on the program and agency website, in a manner which makes it easy for LEP individuals to locate.

**6. *Translation of Vital Documents***

DCA will have vital documents translated into the three most prevalent languages in each of the nine counties, for the following programs:

- Rehabilitation, Reconstruction, Elevation and Mitigation (RREM) for homeowners;
- Landlord Rental Repair Program;
- Neighborhood Enhancement Program;
- Landlord Incentive Program (project-based rental assistance);
- Programs to Prevent Homelessness (tenant based rental assistance);
- Lead Hazard Reduction Program (for both homeowners and landlords); and
- LMI Homeowner Repair Program (including set-aside for manufactured housing)
- Fund for the Restoration of Multi Family Housing
- Sandy Homebuyer Assistance Program
- Sandy Special Needs Housing
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- Small Business Grant Program

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 15 OF 22**

---

• Small Business Loan Program

A “vital document” is defined as a document that includes information regarding program eligibility requirements, applications and instructions, program eligibility determinations, and appeals procedures:

- consent and complaint forms;
- intake and application forms with the potential for important consequences;
- written notices of rights;
- notices of denials, losses, or decreases in benefits or services;
- notice of disciplinary action; signs; and
- notices advising LEP individuals of free language assistance services.

This also applies to all information posted on the Sandy Recovery Website ([www.renewjerseystronger.org](http://www.renewjerseystronger.org)). The translations on this website will be updated every time the English information on the website is updated.

The rental housing resource website, New Jersey Housing Resource Center, that is used to list all available units supported with CDBG-DR funding through HMFA and DCA will be available in both Spanish ( <http://nj.gov/njhrc/espanol>) and English (<http://nj.gov/njhrc>). For applicants for rental units, TBRA, and project based vouchers this database provides information on affordable rental properties across New Jersey (within and outside the nine counties). The tool provides detailed information about rental properties, enabling individuals and families searching for housing to locate a unit that best fits their needs. The site also provides a tool for rent calculations, moving costs, a budget worksheet, and rental checklists. The service can be accessed at no cost online 24 hours a day or through a toll-free, bilingual call center at 211. DCA requires that all participants in CDBG-DR rental housing program participate in listing their properties into this database.

For recipients needing translation in languages other than Spanish, translation services will be made available upon request.

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:** September 12, 2013  
**REVISED:** June 2014

---

**SANDY CDBG-DR**

**PAGE 16 OF 22**

---

For application deadlines, legal notices for Release of Funds and Finding of No Significant Impact (FONSI), time sensitive documents will be published in Spanish in both the Spanish weekly papers (list attached), and in the general circulation daily's to ensure the broadest possible public access. Legal notices should be published in both Spanish and English in general circulation daily newspapers.

**7. *Subrecipient Language Access Plans***

All Subrecipients will adopt a Language Access Plan that is consistent with the DCA Language Access Plan. Copies of each agency's LAP will be transmitted to DCA for review and approval by the LEP Coordinator. DCA will monitor whether its subrecipients have taken reasonable steps to provide meaningful access to LEP persons for the subrecipients CDBG-DR funded programs, in accordance with Title VI and 24 C.F.R §1.4.

To facilitate this process, DCA will:

- a. Provide a copy of DCA's approved LAP to each of the subrecipient agencies, immediately upon HUD approval.
- b. Provide training to the LEP Coordinators in each subrecipient agency. This training will include:
  - Implementation of procedures required to assist LEP populations;
  - Available resources to assist subrecipients to work effectively with LEP populations; including but not limited to: language lines, Language Bank, access to translation services;
  - Monitoring of LEP service provision and requests for LEP assistance (on a monthly basis).



STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:** September 12, 2013  
**REVISED:** June 2014

---

**SANDY CDBG-DR**

**PAGE 17 OF 22**

---

8. Guidance to create a record of language assistance services that will help inform programs whether there should be changes to the quantity or type of language assistance services. The monitoring and review of current policies and the types of language assistance services provided will be reviewed annually and adjusted as necessary. *Complaints and Appeals*

Complainants may file a complaint with the DCA Language Access Coordinator if they believe they have been denied the benefits of this Plan. Complaints will be investigated pursuant to DCA's Complaint procedures. To file a complaint with the DCA Language Access Coordinator, submit the written complaint to:

Insert DCA LEP Coordinator Contact Information

Any person that feels that the Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 regulations were not complied with may file a complaint directly with the Region II Director for Fair Housing and Equal Opportunity at the following address (or as otherwise directed by HUD):

Jay Golden, Region II Director  
Office of Fair Housing and Equal Opportunity  
U.S. Department of Housing and Urban Development  
26 Federal Plaza, Room 3532  
New York, NY 10278  
Jay.Golden@hud.gov

LEP Program applicants wishing to appeal eligibility or other programmatic decisions should contact the LEP Coordinator for their specific program. The Coordinator will provide a translator to assist the applicant with the appeals process. In addition, the applicant will be provided with either a Hearing Officer who speaks their language or a translator who provides translation services in the LEP individual's language.

The public and advocacy groups will be notified that language assistance is available for appeals if an LEP individual's application for disaster recovery services is rejected. This information will

**STATE OF NEW JERSEY ● DEPARTMENT OF COMMUNITY AFFAIRS ●  
SANDY RECOVERY DIVISION**

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**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:** September 12, 2013  
**REVISED:** June 2014

---

**SANDY CDBG-DR**

**PAGE 18 OF 22**

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be posted in the Housing Recovery Centers, as well as EDA and HMFA offices (and on the Housing Resources website).

**9. Database Development, Data Collection and Reporting**

To facilitate the tracking of requests for language assistance received for all CDBG-DR programs, a field will be established in the SIROMS system to note LEP/language assistance and the specific language. It will be explained to applicants that provision of LEP information will help them more easily access the services they need. Reporting on this field will be mandatory for all programs subject to Language Access Plan requirements including all DCA, EDA, DEP and HMFA programs with services provided directly to the public (individuals and businesses).

On a quarterly basis, DCA will submit to FHEO, Fair Share Housing Center, New Jersey State Conference of NAACP, and the Latino Action Network a report that quantifies all requests for LEP services and all LEP services provided by DCA and its subrecipients. The report will also include a narrative detailing monitoring of subrecipient compliance with the LAP. On an annual basis, DCA will update its LAP to reflect any change in the plan based on the prior year's activity.

DCA will maintain a monitoring file on each subrecipient including the following information:

1. Documentation of LEP guidance and/or technical assistance provided by DCA;
2. Any documentation of Four-Factor analysis and LAP's or LEP outreach plans prepared by subrecipients.
3. Number of LEP individuals/businesses serviced and the services provided.

**10. Monitoring, Evaluating and Updating the Language Access Policy, Plan and Procedures**

DCA will periodically monitor, evaluate and update the plan, policies and procedures. The DCA LEP Coordinator and the Sandy Recovery Division Assistant Director for Compliance and Monitoring will jointly have responsibility for monitoring, evaluating and updating the language access program for all CDBG-DR activities. This monitoring will include, but not be limited to the following:

**STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION**

---

---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 19 OF 22**

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- Surveying staff on how often they use language access services, if they believe there should be changes in the way services are provided or the providers that are used, and if they feel that the services in place are meeting the needs of the LEP communities.
- Conducting customer satisfaction surveys of LEP applicants and beneficiaries, based on their experience with accessing benefits, programs, information and services.
- Observing and evaluating agency interactions with LEP individuals.
- Soliciting feedback from community-based organizations and other stakeholders about the effectiveness and performance in ensuring meaningful access for LEP individuals.
- Keeping current on community demographics and needs by engaging school districts, faith communities, refugee resettlement agencies and other local resources.
- Considering new resources including funding, collaborations with other agencies, human resources, emerging technologies and other mechanisms for ensuring improved access for LEP individuals.
- Monitoring the response rate to complains or suggestions by LEP individuals, community members, and employees regarding language assistance services provided.

**Resources Available for Language Access Plan Implementation**

The budget for implementation of the Language Access Plan described previously is as follows:

Outreach services (including subcontracts with CBO's) \$ \_\_\_\_\_

Housing counseling and program assistance (includes contracts

With HUD Housing Counseling providers or non LEP services) \$ \_\_\_\_\_

Translation services \$ \_\_\_\_\_

Interpreters \$ \_\_\_\_\_

**Total Language Access Implementation Budget** \$ \_\_\_\_\_

**STATE OF NEW JERSEY • DEPARTMENT OF COMMUNITY AFFAIRS •  
SANDY RECOVERY DIVISION**

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---

**SUBJECT:** Language Access Policy

---

**NUMBER:** 2.10.32

**EFFECTIVE:**

September 12, 2013

**REVISED:**

June 2014

---

**SANDY CDBG-DR**

**PAGE 20 OF 22**

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**Appendix A**

**CDBG-DR LAP Program Contacts**

<b>Department/Agency</b>	<b>Contact for Language Access Plan &amp; Services</b>	<b>Telephone</b>	<b>Email Address</b>
Department of Health	Eric Anderson	609-292-6915	Eric.Anderson@doh.state.nj.us
NJEDA	Lori A. Matheus	609-858-6700	Lmatheus@njeda.com
NJHMFA	Theresa M. White	609-278-7576	<a href="mailto:Twhite@nihmfa.state.nj.us">Twhite@nihmfa.state.nj.us</a>
NJRA	Leslie Anderson	609-278-5171	Landerson@njra.us
DEP	Nicholas Horites		<a href="mailto:Nicholas.Horitates@dep.state.nj.us">Nicholas.Horitates@dep.state.nj.us</a>